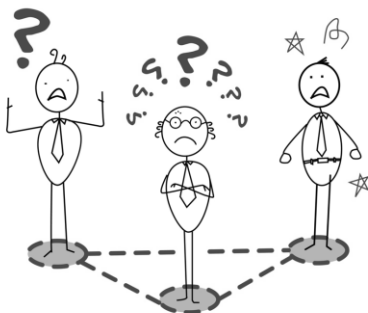


Brentton Walker & Dawn Brockman
present:

**We're In This Together: Workplace
Etiquette**

Etiquette? What's that?

- The French word "*etiquette*" literally signifying a tag or label first appeared in English around 1750.
- According to Wikipedia, "the etiquette of business" is the set of written and unwritten rules of conduct that make social interactions run more smoothly. Office etiquette in particular applies to coworker interaction, excluding interactions with external contacts such as customers and suppliers. When conducting group meetings in the United States, the assembly might follow [Robert's Rules of Order](#), if there are no other company policies to control a meeting.



Let us ask you a few questions...

- Have you ever noticed a co-worker displaying some rather strange behaviors at work?
- Do you believe there is, or should be a "social code" to abide by at work?
- Have you found yourself in a situation in which you walked away from an encounter or interaction with a co-worker thinking you could have handled it in a better way?
- If you've answered yes to one or more of these questions, this presentation is for you! (If not, smile and nod anyway.)

Workplace Etiquette tip #1: Food odor

Time to Munch

- The Clerk's Office already has a policy in place: you work in the front area, you are not to be eating at your desk.
- Snacks may not only smell but the sound of crunching or crackling bags may be distracting to others in the vicinity.
- Don't throw your food-related trash away at your desk, instead take it to the break room.
- Food odor can travel from cubicle to cubicle, even through walls, and have a tendency to linger after you finish eating.





Cubicle Advice

- <http://www.howcast.com/videos/114768-How-to-Practice-Good-Etiquette-in-Your-Cubicle>

Tip #2: Communication Matters

- It's not always what you say, but how you say it.
- For example: have you ever sent someone a text message and they took the meaning of it the wrong way?
- I'm sure it's happened to all of us. However, here at work, email is the electronic medium that is most frequently used in the office.

When sending an email....

- Never say anything in an email that you wouldn't say to someone's face.
- Underlining, **bolding**, *italicizing* and CAPITALIZING items in an email can come off as strong or aggressive.
- Remember: messages tend to be distorted across different mediums (types of communication).

Tip #3: People Skills

- Can you describe how each of the following made you feel?
- When someone treated you particularly well...
- When someone treated you particularly badly...
- ...I'm sure we can all remember a bad experience...but let's think positively ☺
- How you treat others says a lot about you.

Group activity: Brainstorming in Action

- Please break up into four groups, and brainstorm on the following:
- What are some characteristics of a positive communication interaction at work? ☺
- What are some characteristics of a negative communication at work? ☹
- Areas of improvement?
- One characteristic from each group will be written on the board.

Getting along at work

- <http://www.howcast.com/videos/184727-How-to-Be-a-Better-Coworker>
- <http://www.howcast.com/videos/418763-How-to-Deal-with-a-Difficult-Cubicle-Mate>

Helpful advice for workplace survival

- Learn names...quickly.
- Don't make judgments on people's importance in the workplace
- Respect people's personal space
- Remember the golden rule: treat people the way you want to be treated

Reminder

- Remember your personal life is just that...**PERSONAL**. Be mindful what you tell others.
- Self-disclosing to your co-workers can allow you to have a close relationship with them, however once you decide to share something personal about yourself, you can't take it back.
- Warning: others may not self-disclose to you.

Why can't we be friends?

- Regardless of the level of friendship we have with one another, we must remember that we are in this together.
- Fun fact, the average person spends more time with their co-workers at work than they do with their families at home.
- With that being said, the least we can do is improve workplace etiquette to increase the level of happiness here at the Court of Appeals.

Credits

- This has been a Brentton Walker and Dawn Brockman production.
- No animals were hurt during the creation of this PowerPoint.
- In all seriousness: are there any questions? Concerns? Comments?
